

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

September 18, 2013

9:30 – 11:30 am

AGENDA

- | | | |
|-----|---------------------------|-------------------|
| I | Welcome and Introductions | Greg Tchakmakjian |
| II | Review of the Minutes | Greg Tchakmakjian |
| III | Next Meeting Changes | Greg Tchakmakjian |

Quality Improvement

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|-----|---------------------------------|-------------------|
| I | Cultural Competency | Elizabeth Owens |
| II | Scheduling Clinical appointment | Elizabeth Owens |
| | Notice of Action – E | Gassia Ekizian |
| III | Patient Right | Elizabeth Owens |
| IV | E Prescribing | Elizabeth Owens |
| V | EPSDT monitoring & Tracking | Greg Tchakmakjian |

Quality Assurance Liaison Meeting

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| I | Audits | Gassia Ekizian |
| II | Update on State Disallowance | Gassia Ekizian |
| III | Trainings | Robin Washington |
| IV | Day Treatment – New review tool | Gassia Ekizian |
| V | IBHS updates =Practitioner and Forms | Greg Tchakmakjian |

Other Issues

- | | | |
|------|------------------------------|-------------------|
| I | Unlicensed Psychologist | Greg Tchakmakjian |
| II | QA Question and ICC and IHBS | Greg Tchakmakjian |
| III | Announcement | All |
| VIII | Adjournment | Greg Tchakmakjian |

**Next Meeting: Thursday November 7, 9:00 am to 12:00 pm Enki, 3208
Rosemead Blvd, 2nd Floor, El Monte, Ca. 91731.**

October 16 and November 20, 2013 is cancelled.

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
September 18, 2013

Misty Aronoff	Alma Family	Beth Foster	Hillsides
Judy Law	Alma Family	Natalie Stepp	Homes for Life
Gloria Santos	Almanson MH	Poonam Natha	Leroy Haynes Center
Sharon Scott	Arcadia MH	Karla Martinez	Maryvale
Fernando Reyes	Bienvenidos	Maelisa Hall	Maryvale
Mark Rodriguez	Bridges	Gabriela Rhodes	McKinley Children's
Leslie Shrager	Children's Bureau	Claudia Williams	Prototypes I-Can
Paula Randle	David and Margaret	Jennifer Nicole Lomas	PUSD
Greg Tchakmakjian	DMH	Natasha Stebbins	PUSD
Claudia Fierro	DMH	Rebecca deKeyser	San Gab. Children's
Robin Washington	DMH	Viola Bernal	Social Model
Elizabeth Townsend	DMH	Rose Kosyan	SPIRITT
Shirley Robertson	DMH	Nely Meza-Andrade	SPIRITT
Araceli Hernandez	D'Veal	Stephanie Schneider	The Family Center
Michelle Hernandez	ENKI	Elizabeth Owens	Tri-City MH
Windy Luna-Perez	Etti Lee Homes	Luis Garcia	Tri-City MH
Karen Sammon	Five Acres	Natalie Stewart	Tri-City MH
Gassia Ekizian	Foothill Family	Joe Bologna	Trinity
Stella Tam	Heritage Clinic	Jason Herrera	Trinity

WELCOME

Greg Tchakmakjian welcomed the group, followed by self introductions.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with one correction by Robin Washington, and seconded by Rebecca De Keyseor. Correction: Paula Randle is from David and Margaret Youth and Family Services.

NEXT MEETING CHANGES

There will be no Service Area 3 QIC meeting in October. The next meeting will be on Thursday, November 7, 2013.

QUALITY IMPROVEMENT

Cultural Competency –Meetings are held every 2nd Wednesday of the month, 10th Floor. Contact: Sandra Chang-Ptasinski (schang@dmh.lacounty.gov • (213) 251-6851).

Scheduling Clinical Appointments –Policy 202.43 is effective August 15, 2013. All agencies must have an identified telephone number for appointment requests. Walk-in instructions or arrangements will not be a substitute for appointments. See Policy Handout (202.43).

Notice of Action E – Initial appointments shall occur no more than thirty (30) days from the date of the initial request for services. An NOA-E is to be issued by the clinic (See Policy Handout (202.43) :

- If an initial appointment cannot be made within 30 days of the request for services.
- If an initial appointment cannot be kept due to unavoidable circumstances at the clinic, and the rescheduled appointment is more than seven days from the original appointment.
- If an initial appointment cannot be kept by the Medi-Cal beneficiary, and the rescheduled appointment is more than 14 days from the date of the original appointment.

Patients' Rights – Agencies must ensure that clients who do not meet medical necessity are receiving the NOA (Assessment) form. See NOA Form.

E-Prescribing – E-Prescribing will be implemented at LACDMH in December 2013. This will replace the PATS system.

EPSDT Monitoring & Tracking – Data to monitor and track expenditures for clients identified as high utilizers can be accessed on a monthly basis via an EFT folder. Designated individuals from each contractor can have access to these EFT files.

QUALITY ASSURANCE

Audits – Auditor Controller met with Whole Child on 9/17/2013 and with the Hispanic Commission on 10/1/2013.

Update on State Disallowance – Of the incurred disallowances from the State Audit, a significant percentage were for Day Treatment Services. Some of the most frequently cited reasons for disallowances were Missing Services Notes, Expired Treatment Plans, and Repetitive Content on Services Notes.

Trainings – Next Basic Documentation Trainings are on 10/24/13 and 11/1/13.

Day Treatment – A new review tool, which is in draft status, is set to be available soon.

IBHIS updates (Practitioner and Forms) – IBHIS will go active for pilots on two directly operated clinics in December 2013. Please also note that all required forms must have required data elements present on forms.

OTHER ISSUES

Unlicensed Psychologist – Unlicensed psychologists and doctorate level psychological assistants must apply for a waiver in order to bill. Registration with the Board of Psychology is not sufficient to bill for services.

QA Questions and ICC and IHBIS – Please address all questions through QA liaison, Dr. Bertrand Levesque.

Adjournment – Meeting was adjourned at 10:30am

Minutes recorded by: Natalie Majors-Stewart
Quality Improvement Committee

Minutes approved by: Bertrand Levesque, Gassia Ekizian, Elizabeth Owens
Quality Improvement Committee

Next Meeting: The next meeting will be November 7, 2013 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.